



### **Position: Receptionist**

**Summary:** Primary responsibility of the incumbent is to ensure effective two way communication and smooth functioning of the activities of the Reception area.

He/She is required to greet the visitors, give appropriate guidance and inform the concerned about arrival of their guest.

Since the Reception area is prone to see many visitors, the incumbent should have the ability to handle pressure and manage multiple tasks without any interruptions.

### **Major Duties and Responsibilities:**

- Welcomes visitors by greeting them, in person or on the telephone; answering or referring inquiries.
- Guides visitors by maintaining up to date employee and department directories; giving instructions.
- Maintains telecommunication system by following manufacturer's instructions for house phone and console operation.
- Maintains the reception area safe and clean by complying with procedures, rules, and regulations.
- Maintains continuity among work teams by documenting and communicating actions, irregularities, and continuing needs.
- Contributes to team effort by accomplishing related results as needed.

### **Educational qualifications and Experience:**

- Full time Degree in Arts/Science/Commerce (or) Diploma in office management and secretarial practice.
- Minimum of one year as a Receptionist in reputed organization.
- Age Limit –Below 30 years.
- Should be able to read, write and speak fluently in English, Hindi and Kannada.

### **Audience/interface:**

- **Internal** – Employees of IIMB, students and other stakeholders of IIMB.
- **External** – Visitors, Enquiries from various sources, etc.

### **Working Hours**

- **Female candidates will be deployed in Morning / Day shifts.**
- **Male candidates may be required to work in Night shifts**

**Knowledge, skills and abilities:** Telephone Skills, Verbal Communication, Microsoft Office Skills, Listening, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure.

This position is offered on contract and renewable subsequently. Remuneration will be based on Institute norms and the applicant's qualification and experience. . Only shortlisted candidates will be intimated.

#### **APPLICATION PROCEDURE**

Please register online and apply through the below mentioned link.

<http://iimberpsrv.iimb.ernet.in/prod/pfonlapp.home>

**Closing date for receipt of applications is 17 January 2014.**